

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who have I the pleasure of speaking with? Uh, my name is Diamond Dawson. How can I assist you? So, um, yesterday, I called because I ha- I didn't ... I mean, when I, um, when I did my new hire application, I, um, I signed up for health insurance and it's been a month now. Well, not a month, it's been, it's going on a month at the end of this week. And, um, I've been noticing that they've been taking... The, the insurance been taking the money out of my account, and I'm trying to figure out, like, when do I get a card or anything, you know? Okay. I can definitely take a look for you. What is... I'm sorry, what's the name of your staffing agency? MAU Solutions. And the last four digits of your Social? 6229. All right. Okay. And you said your name is Diamond, correct? Yes. I do need to confirm your address and date of birth. 777 Stevens Creek Road, Augusta, Georgia, 30907, Apartment C. And date of birth, 12-31-99. Okay. And I have your phone number as 706-831-8550? Yes. I have your email address as therealdiamonddawson, @diamonddawson@gmail.com? Yes, ma'am. All right. So it looks like you just become a- became active this Monday passing, so you should receive your... Actually, you might not receive them. We didn't have the apartment number on your, um, file, so you're... It's possible that you don't receive your card physically. If you'd like, I can take a look to see if there's virtual copies ready. That way, we can get those sent to you, um, in case your physicals don't arrive. Yes, ma'am. Can you... Yes, ma- 'Cause someone told me they were sending a, sending a virtual copy yesterday, but they never came through to my email. Hm. Let me take a look and see if I can find that email. It could be that... 'Cause we have a general email that we send out those cards from when they're requested. It could be that that agent's, um, email wasn't working and she didn't notice. Therealdiamonddawson, @gmail.com. See if I can find that email. Yeah, looks like it was sent back. So, um, yeah, yesterday at 1:39. So she did try to send it, but it looks like the email came back to us. It's, um, Thereal and then your first name. Does, does your first name have a S on it? 'Cause it looks like it ha- we have Diamond with a S at the end and then Dawson. No. No, no, no. It's just, um, let me... It's therealdiamonddawson, like, no. I will spell it out for you. T-H-E-R-E-A-L D-I-A-M-O-N-D D-A-W-S-O-N, @gmail.com. Okay. Yeah. So it looks like the, we have, we had an S at the end of your, um, first name. That's why it came back. But I do see it here. Let me get these resent to you. And do you, um... Can you tell me about my, um, insurance plan? Of course. So you have the MEC stand-alone, which is preventative health, so your immunizations, some STD screenings, some cancer screenings, diabetes, blood pressure, those kinds of things. Um, it doesn't cover the ones to the doctor where you are, but it does have telehealth services, so you could, uh, essentially see a, um, provider via webcam. Yes. Um, and, and then, um, you have dental as well, so with preventative visits, it's covered at 100%, which is your basic cleaning and checkup once per six months. Fillings, non-surgical

extractions and X-rays are covered at 80% once you, um, once you pay the \$50 deductible, and things like crowns and bridges aren't covered. Okay. So I can get, like, a cleaning and a checkup for free, right? Yes. Oh, okay. Um, did you receive that message? It's the email. It's gonna come from info@benefitsinacard.com. Yes. Okay. And then there it has both ... Uh... Do you have anything else I can assist you with? Uh, so wait. Are they PD... Okay, okay, okay. I see them. I see them. I see. Thank you so much. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who have I the pleasure of speaking with?

Speaker speaker_1: Uh, my name is Diamond Dawson.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: So, um, yesterday, I called because I ha- I didn't ... I mean, when I, um, when I did my new hire application, I, um, I signed up for health insurance and it's been a month now. Well, not a month, it's been, it's going on a month at the end of this week. And, um, I've been noticing that they've been taking... The, the insurance been taking the money out of my account, and I'm trying to figure out, like, when do I get a card or anything, you know?

Speaker speaker_0: Okay. I can definitely take a look for you. What is... I'm sorry, what's the name of your staffing agency?

Speaker speaker_1: MAU Solutions.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: 6229.

Speaker speaker_0: All right. Okay. And you said your name is Diamond, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: I do need to confirm your address and date of birth.

Speaker speaker_1: 777 Stevens Creek Road, Augusta, Georgia, 30907, Apartment C. And date of birth, 12-31-99.

Speaker speaker_0: Okay. And I have your phone number as 706-831-8550?

Speaker speaker_1: Yes.

Speaker speaker_0: I have your email address as therealdiamonddawson, @diamondsdawson@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. So it looks like you just become a- became active this Monday passing, so you should receive your... Actually, you might not receive them. We didn't have the apartment number on your, um, file, so you're... It's possible that you don't receive your card physically. If you'd like, I can take a look to see if there's virtual copies ready. That way, we can get those sent to you, um, in case your physicals don't arrive.

Speaker speaker_1: Yes, ma'am. Can you... Yes, ma- 'Cause someone told me they were sending a, sending a virtual copy yesterday, but they never came through to my email.

Speaker speaker_0: Hm. Let me take a look and see if I can find that email. It could be that... 'Cause we have a general email that we send out those cards from when they're requested. It could be that that agent's, um, email wasn't working and she didn't notice. Therealdiamonddawson, @gmail.com. See if I can find that email. Yeah, looks like it was sent back. So, um, yeah, yesterday at 1:39. So she did try to send it, but it looks like the email came back to us. It's, um, Thereal and then your first name. Does, does your first name have a S on it? 'Cause it looks like it ha- we have Diamond with a S at the end and then Dawson.

Speaker speaker_1: No. No, no, no. It's just, um, let me... It's therealdiamonddawson, like, no. I will spell it out for you. T-H-E-R-E-A-L D-I-A-M-O-N-D D-A-W-S-O-N, @gmail.com.

Speaker speaker_0: Okay. Yeah. So it looks like the, we have, we had an S at the end of your, um, first name. That's why it came back. But I do see it here. Let me get these resent to you.

Speaker speaker_1: And do you, um... Can you tell me about my, um, insurance plan?

Speaker speaker_0: Of course. So you have the MEC stand-alone, which is preventative health, so your immunizations, some STD screenings, some cancer screenings, diabetes, blood pressure, those kinds of things. Um, it doesn't cover the ones to the doctor where you are, but it does have telehealth services, so you could, uh, essentially see a, um, provider via webcam.

Speaker speaker_1: Yes.

Speaker speaker_0: Um, and, and then, um, you have dental as well, so with preventative visits, it's covered at 100%, which is your basic cleaning and checkup once per six months. Fillings, non-surgical extractions and X-rays are covered at 80% once you, um, once you pay the \$50 deductible, and things like crowns and bridges aren't covered.

Speaker speaker_1: Okay. So I can get, like, a cleaning and a checkup for free, right?

Speaker speaker_0: Yes.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Um, did you receive that message? It's the email. It's gonna come from info@benefitsinacard.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then there it has both ...

Speaker speaker_1: Uh...

Speaker speaker_0: Do you have anything else I can assist you with?

Speaker speaker_1: Uh, so wait. Are they PD... Okay, okay, okay. I see them. I see them. I see. Thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.